



Client Login User Guide 2014

Improving *your* environment

Shield Client Login Area



Shield Environmental Services offer clients the ability to view specific project information on their own dedicated area of our website. Client's information will be stored on our secure system and will only be accessible via a login and password.

Our client login area can store your key contact information, KPI / spreadsheet reports, survey reports, ASB5 documents, weekly completion report, framework agreements, risk and method statements, air test certificates, completion paperwork etc. These are all viewable and available for download via the login system.

You will receive an automated email each time one of your projects has been updated with new information, keeping you up to date with your project's progress.

We also have an enquiry form where you can send us direct enquiries, concerns, or even a compliment! Without the hassle of finding an email address.





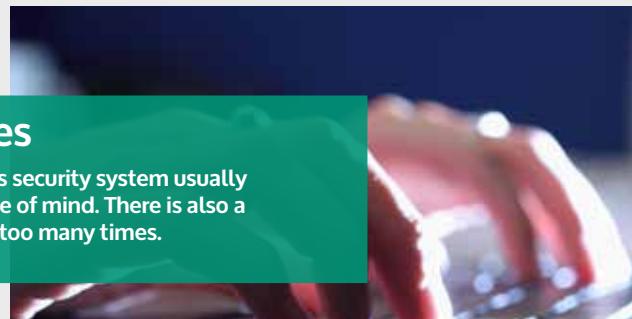
The ability to access *your* information on the move

Our website has been created so that it is mobile media friendly and responsive to different screen sizes. This means when you access our website on a mobile device you will be able to navigate to the client login area with ease, reducing the hassle you experience with non mobile friendly websites.



A secure place to keep *your* files

Our client login area is SSL protected. We upgraded to this security system usually reserved for ecommerce websites to give our client's peace of mind. There is also a lockout feature if the user has tried an incorrect password too many times.



All of *your* project information in one place

We created our website and client login area with functionality in mind and looked at ways of making our client's lives easier. We believe by giving clients a login area to view and download their documents with the ability to use our search bar for historical projects, we help achieve this.

How To Use The Client Area

You must first fill in our client registration form which can be requested from your key account manager. When you have been sent your login details you will immediately be able to access your client login area. Access to the login area can be found on the top navigation bar of our website illustrated in green on the image. If you are accessing the client login area by a mobile device this will be listed in the drop down menu.

On the client login page please enter your username and the password that has been sent to you. At this stage if you get the username or password wrong a total of 3 times the account will be locked for security purposes and the person responsible for the account will have to follow the FAQ and email webadmin@shieldenvironmental.co.uk

Finally, when logged into your client area, you will be able to access your projects by clicking on the one you are interested in or use the search bar if you have a number of projects. When you're finished, please remember to logout to keep your information safe.



Client Login Security



Secured by SSL: Shield's client login area uses a Secured Sockets Layer which establishes an encrypted connection on the login pages and web browser, providing additional security.

**SSL
SECURE**

Password Lockout Feature: If you enter your password or username incorrectly more than 3 times the account will be locked.

Client Logins and Profiles Managed by Shield: Shield is in control of client profiles which is managed through our content management system. This allows us greater control to change passwords and authorise access.

Encryption and Password Storage: All passwords are encrypted and stored on a secure server external to the website.

Password Complexity: The passwords we generate are created to be of a high level of complexity for your security.

ISO 27001: The external hosting platform we use for our login area is accredited to ISO 27001.





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